

## VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 2

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Name of the NPS Unit:	Apostle Islands National Lakeshore			VTS Group:	Water
Name of VTS:	Apostle Islands Cruise Service			NPS Region:	Midwest
Respondent's Name:	Bill Ferraro			Annual Visitors:	168,614
Respondent's Title:	Management Assistant				
Respondent's Phone:	(715) 779-3397	Fax:	(715) 779-3049	E-mail:	

## Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1970	1.6a Contract Term (years):	10
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	8/17/92
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	8/16/02
1.5a Concessioner Name:	Apostle Islands Cruise Service		
1.5b Concessioner Address:	Box 691 Bayfield, WI 54814		
1.5c Concessioner Telephone:	( ) - 0		

## Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service? Tour Boat

2.2 Does the VTS service always operate along a fixed or consistent route or routes? No

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Grand Tour	50	2	0	5	1	90
Inner Island Shuttle	34	2	0	5	1	90

2.4 If not a fixed route, How is the path of the VTS route determined? Passenger Demand

2.5 Times per season that VTS service failed to operate due to an equipment shortage? 2

2.6 Times per season that VTS service failed to operate due to an operator shortage? 0

## Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit? No

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	Does Not Apply
Resource Protection Rating:	Low	Sustainability Rating:	Medium

3.3 What is the primary purpose of VTS? Visitor Enhancement

## Section 4: When Does the VTS Service Operate?

4.1 Is the service year around? No

Current Year Start Date: 5/15/96      Next Year Start Date: 5/20/97

Current Year End Date: 10/4/96      Next Year End Date: 10/15/97

4.2 Peak Demand Start Date: 7/1/97      Low Demand Start Date: 5/20/97

Peak Demand End Date: 8/25/97      Low Demand End Date: 6/15/97

## Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? Yes      If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly? No      5.4 Is Schedule Provided to Operators? Yes

5.3 Is Schedule Adjusted Daily? Yes      5.5 Is Schedule Available to Visitors? Yes

## Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment? Contractor/Concessioner

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6.2 Total Fleet Size:  6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels? Alternative Fuel Type: 

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	DEFOE	Island Princess	D548633	1973			Cruise Service	3
2	Unknown	Eagle Island	D616628				Cruise Service	3
3	Unknown - 26'	Island Diver		1989			Cruise Service	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

## Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities? 

7.2 Who owns the VTS facilities?

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Island Side Docks	1980	NPS	NPS	3

Note: Condition = 1 (Excellent) to 5 (Very Poor)

## Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly? 

If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	93	81	20715
FY 1995			22881
FY 1994			20198
FY 1993			17382
FY 1992			14728

## Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service? 10.2 Does Fare vary according to Season, day of week or time of year? 10.3 Does Fare Vary between adults and children? 

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Grand Tour	\$21.95	\$10.95	\$21.95	\$10.95				
Inner Island Shuttle	\$21.95	\$10.95	\$21.95	\$10.95				

## Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way? 11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner? 

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received: 11.4 Does VTS receive funds from sources other than NPS? 

Please provide Operating Revenue, Cost, Funding Sources:

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Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$470,000.00	\$490,000.00	\$400,000.00	\$0.00	\$0.00
Operating Cost	\$510,000.00	\$457,000.00	\$422,000.00	\$0.00	\$0.00
Concessioner Fees	\$9,210.00	\$9,242.00	\$7,520.00	\$0.00	\$0.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$9,210.00	\$9,242.00	\$7,520.00	\$0.00	\$0.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

## Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:	<input type="text"/>	Collision Premium:	<input type="text"/>
Comprehensive Coverage:	<input type="text" value="\$300,000.00"/>	Comprehensive Premium:	<input type="text"/>
Property Coverage:	<input type="text"/>	Property Premium:	<input type="text"/>
Public Liability Coverage:	<input type="text" value="\$500,000.00"/>	Public Liability Premium:	<input type="text"/>
Medical Coverage:	<input type="text"/>	Medical Premium:	<input type="text"/>
Other Insurance:	<input type="text" value="Product Liability; Watercraft Hull Replacement"/>	Other Premium:	<input type="text"/>
		Total Premium:	<input type="text" value="\$29,747.00"/>

  

12.2 Who pays Insurance?	<input type="text" value="Contractor/Concessioner"/>	12.5 Who conducts substance abuse screening?	<input type="text" value="US Coast Guard"/>
12.3 Who pays Operator Ins.?	<input type="text" value="Concessioner"/>	12.6 Who conducts safety training program?	<input type="text" value="Concessioner"/>
12.4 Who pays special license?	<input type="text" value="US Coast Guard"/>	12.7 Who maintains substance abuse program?	<input type="text" value="US Coast Guard"/>
12.4 Who screens operator history?	<input type="text" value="No"/>	Who regulates VTS vessels and crews?	<input type="text" value="US Coast Guard"/>
		12.8 Number of injury claims in past 5 yrs?	<input type="text" value="0"/>

## Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	<input type="text" value="Yes"/>
13.2 Are there written Hazmat Program procedures?	<input type="text" value="Yes"/>
13.3 Is there a written Maintenance Training Program?	<input type="text" value="No"/>
13.4 Is there a written Safety Program for VTS maintainers?	<input type="text" value="Yes"/>
13.5 Is AC Brake Certification required?	<input type="text" value="No"/>
13.6 Are federal (e.g., OSHA) Records Maintained?	<input type="text" value="Yes"/>
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	<input type="text" value="0"/>
13.8 What is the number of preventable maintenance road calls made during FY 1996?	<input type="text" value="2"/>

## Section 14: What Future Plans are there for VTS Service

Planned Mods:	<input type="text" value="No"/>
Plan Reports:	<input type="text" value="No"/>